



POSITION DESCRIPTION

CLASSIFICATION TITLE Sr. Staff Assistant **WORK AREA** Animal Control

CLASS CODE 5318/Nonexempt **EFFECTIVE DATE:** 02/22/02

FUNCTION Responsible work involving continuous contact with the public in person, by mail and by telephone; specialized work in support of Animal Services operations; general office, clerical and administrative support to the division.

EDUCATION AND EXPERIENCE High School Diploma or GED supplemented by course work in using computers, typing, and office procedures, and two (2) years experience in an office environment. A comparable amount of education, training or experience may be substituted for the minimum qualifications.

SPECIAL REQUIREMENTS

Knowledge of business English, spelling, punctuation, modern office practices and procedures to include record keeping methods. Knowledge of personal computers and associated software.

Ability to deal with the public professionally, courteously, efficiently and effectively. Must possess excellent customer service skills. Ability to become a Notary Public. Preference will be given to applicants with experience in the companion animal industry.

ESSENTIAL FUNCTIONS

Note: These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is a logical assignment to the position.

Primary contact for on-site customer service interaction and customer service telephone requests. Manage customer inquiries concerning the County Code and Division policies and procedures.

Processes animals being adopted. Processes animals presented as stray or as owner surrender. Offers guidance regarding lost/found animals. Issues pet licenses. Coordinates commercial kennel license program. Manages nuisance animal trap loaning program. Manages sterilization rebate program. Accepts payments for fees. Researches ownership records on stray animals.

Conducts data entry to document on-site customer service transactions, medical treatment and kennel care. Maintains internal documentation and system records associated with Division functions. Assembles records and documents for preparation of correspondence and reports. Opens and distributes mail. Prepares and makes bank deposits. Prepares revenue reports. Operates standard office equipment such as a personal computer, associated and customized software, calculator, fax machine or copy machine.

Provides community leadership through a professional presence and education opportunity during customer interaction.

Performs other duties as assigned or as may be necessary.

WORKING CONDITIONS The work environment for this position is a public service counter. Most duties are performed while sitting at a workstation. Some duties require the incumbent to stand. Some duties require the incumbent to lift no more than 10 pounds. This position has regular exposure to animal hair and dander and to loud barking, as well as to radiant and electrical energy found in an office environment.